



NEWS RELEASE

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HUDGENS HELPS GEORGIANS RECOVER OVER \$2 MILLION IN FIRST QUARTER OF YEAR

ATLANTA -- In the first quarter of 2014, Insurance Commissioner Ralph Hudgens' Consumer Services Division helped Georgians receive more than \$2 million in claims settlement disputes with insurance companies, money they otherwise may not have received without the Commissioner's help.

Since the first of this year, Commissioner Hudgens' Consumer Services specialists have answered 4,046 complaints and helped consumers receive \$2,157,562 million. Many of these requests for help involved claims disputes with health insurance companies. In most cases, Hudgens' specialists were able to obtain a settlement favorable to the consumer.

"The department stands ready today to provide assistance to any and all Georgia insurance consumers who have questions or problems with an insurance company," said Hudgens.

Specialists in Hudgens' Consumer Services Division can help with problems in life, health, auto and homeowners insurance. Consumers may contact us even if they just want their insurance policy explained or reviewed, the Commissioner said.

Hudgens stressed that, while most insurers doing business in Georgia are reputable, the Department handles many cases every year in which there are improper or questionable claims denials, slow payments and payment-related problems.

"Sometimes, it's as simple as helping a consumer understand his or her rights under an insurance policy or under Georgia law," Hudgens explained. "And in other cases, there are insurers who seek to shortchange consumers by failing to live up to their coverage promises. For consumers in these situations, the Department can mean the difference between no coverage and getting the help they legitimately need, deserve and have purchased."

Since taking office in 2011, Hudgens' Consumer Services Division has retrieved over \$32 million for the Georgia insurance consumer.

Consumers with insurance questions or problems may contact the Consumer Services Division at 404-656-2070, or toll-free at 1-800-656-2298. Phone lines are open Monday through Friday, 8 a.m. to 6 p.m. Consumers may also go to the Department's web site at www.oci.ga.gov to obtain and submit a complaint form.